



# Emergency Operations Center (EOC) Basic Operators Training Course

**Course Number:** EOC 101

**Course Description:** A basic operational course of approximately 8 hours designed for the State Emergency Operations Center (EOC) staff, centered on the EOC “core competencies”, the basic operational functions that every EOC staff member should know to be successful.

**Prerequisites:** None, however students are encouraged to complete the following on-line FEMA Courses: IS 100, 200, 700 & 800.B.

**Course Objectives:** During this Program of Instruction students will:

1. Review the Emergency Management architecture and concept of operations, from the federal level to the local level, and the role and mission of the EOC during emergency operations.
2. Better understand how to effectively manage internal and external information and communications during all aspects of an operation.
3. Identify and utilize tools, tactics, techniques and procedures to maintain and promote individual and collective Situational Awareness of the internal and external operational environment.
4. Review methods to effectively assign and track missions, tasks, requests for information, assistance and resources, originating from internal and external sources.

**Course Overview:**

## **Opening Remarks 5 min.**

Division leadership introduces the course, welcomes attendees and stresses the important role of the SEOC and the role each employee serves in mission success.

## **Introductions and Administrative matters 45 min.**

The course begins with an EOC 101 introduction including a review of the EOC mission and core competencies. Instructors and students introduce themselves and discuss their backgrounds, experiences and expectations of the course. Administrative matters will be addressed to include the day's training schedule, training site orientation and ground rules for the class.

## **State EOC Operational Tempo 30 min.**

This block of instruction focuses on the unique considerations of the SEOC organization under NIMS, positions, responsibilities and roles of the staff. An overview of the concept of operations and the concept for information management will also be discussed.

## **Federal Emergency Response Overview 30 min.**

National Response Framework (NRF) and National Incident Management System (NIMS) overview

## **Information Management 50 min.**

This block of instruction focuses on the core competency of Information Management. Through instruction on standardized reporting mechanisms, message management, information flow and distribution, communications systems and Battle Rhythm management, students will understand and be able to apply techniques, tools and processes to effectively manage information internal and external to the organization. Timely, focused and accurate information sharing is essential for

establishing, maintaining, improving and promoting situational awareness and achieving operational success.

### **Situational Awareness 50 min.**

This block of instruction focuses on the core competency of Situational Awareness. It is designed to promote solid, informed decision making and aid in reducing human error. Students will be able to identify Situational Awareness tools, tactics, techniques and procedures used for the development, maintenance and sharing of the Common Operating Picture (COP), Leader's (Commander's) Critical Information Requirements (CCIR) and other Situational Awareness products. The instruction will also identify some of the common problems encountered in maintaining Situational Awareness to include those that can be readily linked to human error or information overload. By learning the value and role of the EOC in developing and promoting situational awareness by all mission partners, the operational effectiveness of the state team will be enhanced.

### **Mission Management 50 min.**

This block of instruction focuses on the core competency Mission Management, arguably the EOC's "main effort". Students will learn the processes, procedures, techniques and tools employed by the EOC to receive, analyze, assign and track internal and external request for assistance/information, the effort which results in providing the right support at the right time and place, essential for mission success. The Web based collaborative tool used by the state (**EM Constellation, E-Team, WEB EOC, etc....**) will be reviewed and demonstrated as to how it supports the daily operations of the State and local EOCs by providing an integrated, web-based database for sharing of critical information internal & external to the EOC. This tool supports the accomplishment of all EOC core competencies.

Because the EOC is the direct link and conduit between the State Emergency Response Team (SERT), interagency mission partners and the National Guard units providing direct support to the citizens, timely and accurate Mission Management is vital to mission success. Processes, tools, techniques and procedures proven effective in Mission Management are shared, discussed and practiced in the instruction.

### **Putting it all together, EOC Table-Top Exercise (EOC-TTX) 90 min.**

The EOC-TTX is designed to review all the knowledge and information that has been shared throughout the day. It enables the students to review and apply lessons learned in response to a simulated "event." The EOC will become "operational" and students will discuss roles of key positions on the EOC staff with opportunities to share and review operational tactics, techniques and procedures relative to all EOC core competencies. The instructors will serve as the "white cell" and facilitate notional interaction with interagency mission partners and the SERT leadership.

### **After Action Review (AAR)/Graduation 30 min.**

Following a review of the student's performance during the EOC-TTX, students will complete both a facilitated and a written AAR of the course and provide valuable feedback that will lead to better and more relevant training in the future.

Finally, graduation with award of a Certificate of Training from the Florida Division of Emergency Management concludes the training.

Through EOC 101 training, the EOC "Team" develops an appreciation of their role as the key instrument for the Governor and State Coordinating Officer to successfully manage and "Command and Control" a State response in an increasingly complex joint, interagency environment.